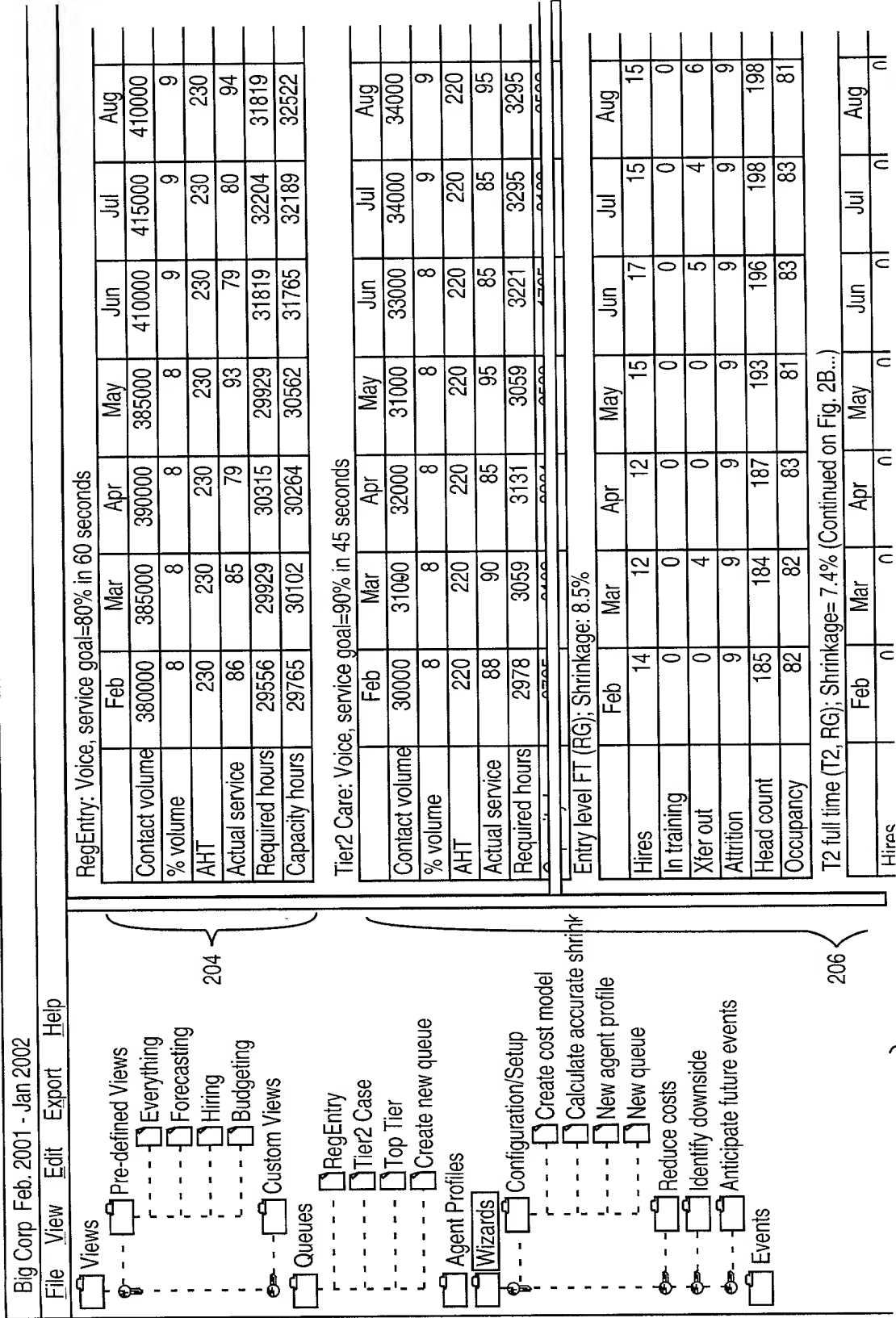




FIG. 1



CONTINUED FROM FIG. 2A

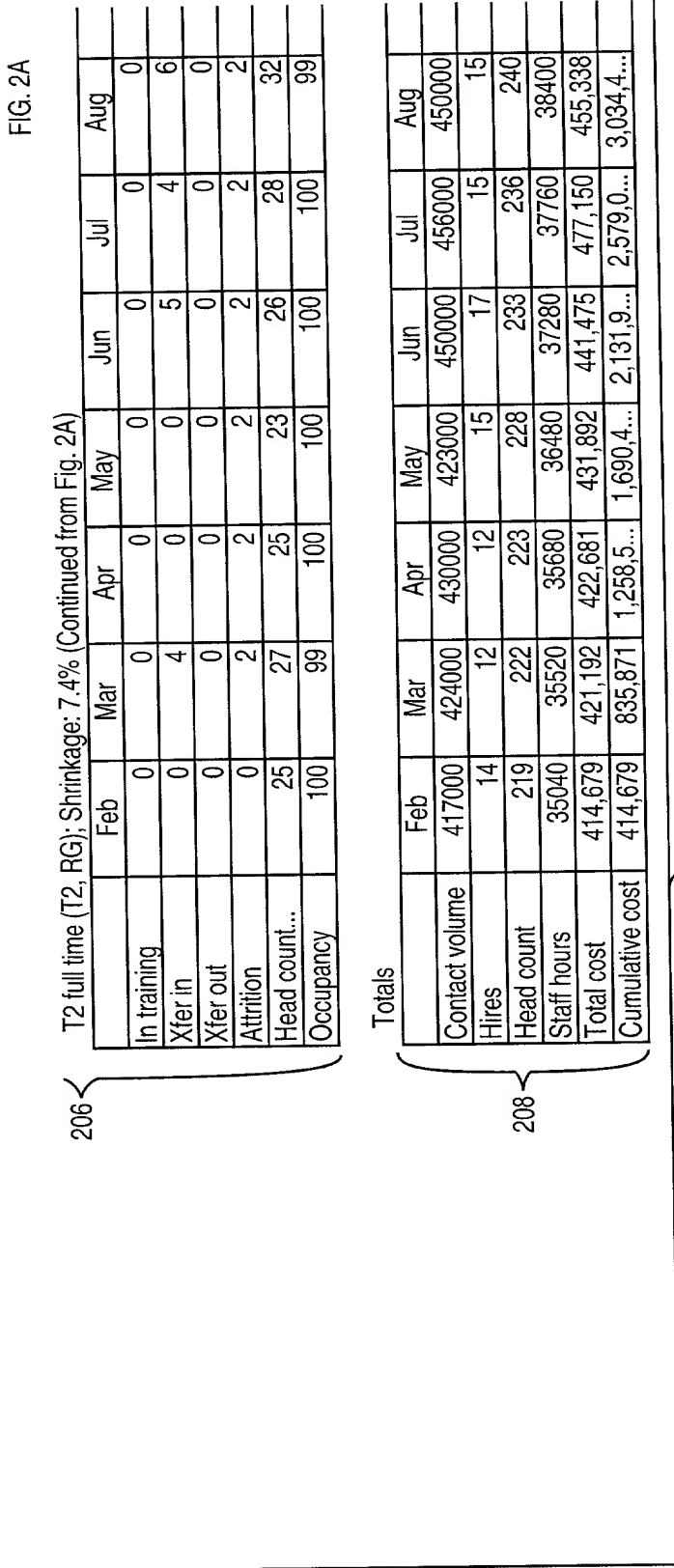


FIG. 2B

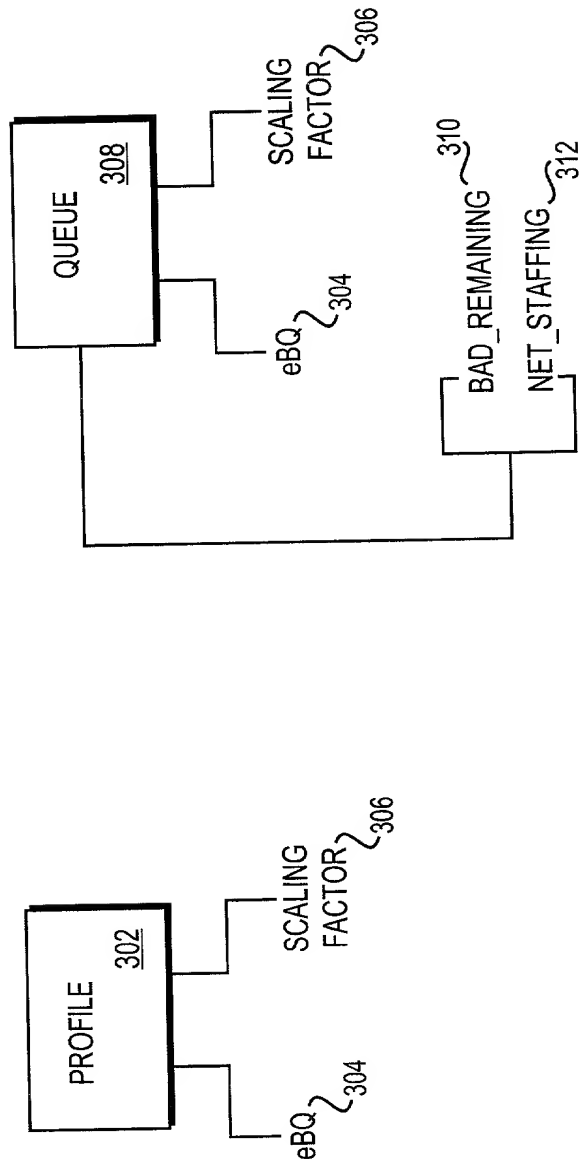


Fig. 3

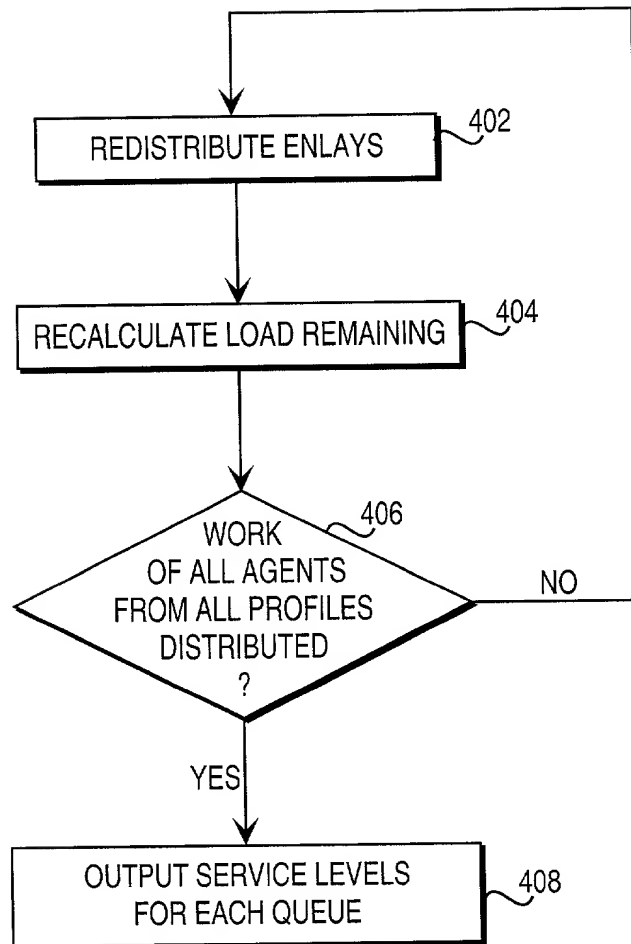


FIG. 4

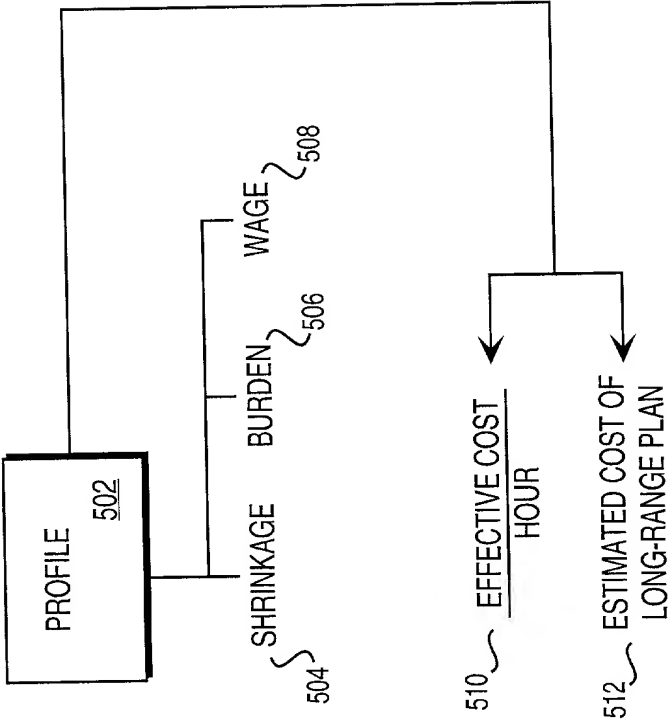






FIG. 5

 SELECT THE FIELDS YOU WISH TO VIEW   

☒ SHOW ALL FIELDS

<input checked="" type="checkbox"/> SHOW ALL QUEUE FIELDS	<input checked="" type="checkbox"/> SHOW ALL PROFILE FIELDS	<input checked="" type="checkbox"/> SHOW ALL TOTAL FIELDS
<input checked="" type="checkbox"/> BASE CONTACT VOLUME	<input checked="" type="checkbox"/> HIRES	<input checked="" type="checkbox"/> CONTACT VOLUME
<input checked="" type="checkbox"/> CONTACT VOLUME	<input checked="" type="checkbox"/> IN TRAINING	<input checked="" type="checkbox"/> HIRES
<input checked="" type="checkbox"/> % VOLUME	<input checked="" type="checkbox"/> XFER IN	<input checked="" type="checkbox"/> HEAD COUNT
<input checked="" type="checkbox"/> BASE AHT	<input checked="" type="checkbox"/> XFER OUT	<input checked="" type="checkbox"/> STAFF HOURS
<input checked="" type="checkbox"/> AHT	<input checked="" type="checkbox"/> ATTRITION	<input checked="" type="checkbox"/> ONE-TIME COST
<input checked="" type="checkbox"/> SERVICE INDEX	<input checked="" type="checkbox"/> HEAD COUNT...	<input checked="" type="checkbox"/> TOTAL COST
<input checked="" type="checkbox"/> REQUIRED HOURS	<input checked="" type="checkbox"/> SHRINKAGE	<input checked="" type="checkbox"/> CUMULATIVE COST
<input checked="" type="checkbox"/> AVAILABLE HOURS	<input checked="" type="checkbox"/> OCCUPANCY	
<input checked="" type="checkbox"/> CAPACITY		
<input checked="" type="checkbox"/> REQUIRED FTEs		
<input checked="" type="checkbox"/> AVAILABLE FTEs		


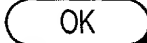
 

FIG. 6

SELECT THE FIELDS YOU WISH TO VIEW

☐ SHOW ALL FIELDS

<input checked="" type="checkbox"/> SHOW ALL QUEUE FIELDS	<input type="checkbox"/> SHOW ALL PROFILE FIELDS	<input checked="" type="checkbox"/> SHOW ALL TOTAL FIELDS
<input checked="" type="checkbox"/> BASE CONTACT VOLUME	<input checked="" type="checkbox"/> HIRES	<input checked="" type="checkbox"/> CONTACT VOLUME
<input checked="" type="checkbox"/> CONTACT VOLUME	<input checked="" type="checkbox"/> IN TRAINING	<input checked="" type="checkbox"/> HIRES
<input checked="" type="checkbox"/> % VOLUME	<input checked="" type="checkbox"/> XFER IN	<input checked="" type="checkbox"/> HEAD COUNT
<input checked="" type="checkbox"/> BASE AHT	<input checked="" type="checkbox"/> XFER OUT	<input checked="" type="checkbox"/> STAFF HOURS
<input checked="" type="checkbox"/> AHT	<input type="checkbox"/> ATTRITION	<input checked="" type="checkbox"/> ONE-TIME COST
<input checked="" type="checkbox"/> SERVICE INDEX	<input checked="" type="checkbox"/> HEAD COUNT...	<input checked="" type="checkbox"/> TOTAL COST
<input checked="" type="checkbox"/> REQUIRED HOURS	<input type="checkbox"/> SHRINKAGE	<input checked="" type="checkbox"/> CUMULATIVE COST
<input checked="" type="checkbox"/> AVAILABLE HOURS	<input checked="" type="checkbox"/> OCCUPANCY	
<input checked="" type="checkbox"/> CAPACITY		
<input checked="" type="checkbox"/> REQUIRED FTEs		
<input checked="" type="checkbox"/> AVAILABLE FTEs		

CANCEL OK

FIG. 7

Big Corp Feb. 2001 - Jan 2002

BLUEPUMPkinFileScenarioViewsQueuesAgent Profiles ?

BIG CORP Feb 2001-Jan 2002New Scenario: Feb 2001-Jan 2002

Fig. 8A

RegEntry: Voice, service goal=80% in 60 seconds											
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Contact volume	380000	385000	390000	385000	410000	415000	410000	380000	374000	410000	
% volume	8	8	8	8	9	9	9	8	8	8	
AHT	230	230	230	230	230	230	230	230	230	230	
Actual service	89	85	76	97	77	84	97	99	94	94	
Required hours	27815	28170	28535	28170	29954	30312	29954	27815	27385	30312	
Capacity hours	28135	28310	28430	29169	29886	30415	30959	29443	28000	30415	

Tier2 Care: Voice, service goal=90% in 45 seconds											
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Contact volume	30000	31000	32000	31000	33000	34000	34000	34000	33000	34000	
% volume	8	8	8	8	8	9	9	9	8	8	
AHT	220	220	220	220	220	220	220	220	220	220	
Actual service	93	95	94	96	95	91	95	94	93	93	
Required hours	2738	2819	2904	2819	2965	3048	3048	3048	2965	3048	

Entry level FT (RG); Shrinkage: 8.5%											
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Hires	9	12	12	15	17	15	15	0	0	0	
In training	0	0	0	0	0	0	0	0	0	0	
Xfer out	0	4	0	0	5	4	6	0	0	0	
Attrition	9	9	9	9	9	9	9	9	9	9	
Head count	170	169	172	178	181	183	183	174	165	165	
Occupancy	87	87	88	85	88	88	85	83	86	86	

Fig. 8B

Continued on Fig. 8B...

Fig. 8A

Continued from Fig. 8A...

T2 full time (T2, RG); Shrinkage: 7.4%											
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct		
In training	0	0	0	0	0	0	0	0	0	0	0
Yfer In	0	4	0	0	5	4	6	0	0	0	0
Totals											
Contact Volume	417000	424000	430000	423000	450000	456000	450000	420000	414200		
Hires	9	12	12	15	17	15	15	0	0		
Head Count	216	219	220	225	230	233	237	226	216		
Staff Hours	34560	35040	35200	36000	36800	37280	37920	36160	34560		
Total Cost	412,446	418,959	420,448	429,659	439,242	444,917	453,105	432,171	413,337	4	
Cumulative Cost	412,446	831,405	1,251,853	1,681,512	2,120,754	2,565,671	3,018,776	3,450,947	3,864,323	4	
Start	Exploring - Patent	Inbox-Microsoft O...	Telnet - (None)	C:\WINNT\Syste...	Big Corp	Untitled - Paint					

Fig. 8B

FIG. 9A

NEW SCENARIO: Feb 2001 - Jan 2002											
BLUEPUMPKIN File Scenario Views Queues Agent Profiles ?											
BIG CORP Feb 2001-Jan 2002 New Scenario: Feb 2001-Jan 2002											
Queue #1: Voice, service goal = 90% in 30 seconds											
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Contact volume	350000	360000	370000	360000	360000	360000	370000	380000	390000	400000	410000
% volume	8	8	8	8	8	8	8	8	8	8	8
AHT	200	200	200	200	200	200	200	200	200	200	200
Actual service	0	0	0	0	0	0	0	0	0	0	0
Required hours	24559	25228	25883	25228	24559	25228	25883	26547	27215	27883	28547
Capacity hours	0	0	0	0	0	0	0	0	0	0	0
Profile #1 (Q1)											
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Hires	0	0	0	0	0	0	0	0	0	0	0
In training	0	0	0	0	0	0	0	0	0	0	0
Attrition	0	0	0	0	0	0	0	0	0	0	0
Head count	0	0	0	0	0	0	0	0	0	0	0
Shrinkage	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Occupancy	0	0	0	0	0	0	0	0	0	0	0

Continued on Fig. 9B...

Fig. 9B

COMPARISON OF 2 SCENARIOS

File View Edit Export Help

RegEntry

	Feb	Feb	Mar	Mar	Apr	Apr	May	May	Jun	Jun	Jul	Jul	Aug	Aug	Sep	Sep	Oct	Oct	Nov	Nov	Dec	De
Contact volume	380...	380...	385...	385...	390...	390...	385...	385...	410...	410...	415...	415...	410...	410...	380...	380...	374...	374...	405...	405...	410...	410
% volume	8	8	8	8	8	8	8	8	9	9	9	9	9	9	8	8	8	8	9	9	9	9
AHT	230	230	230	230	220	220	210	230	200	230	200	200	200	200	200	200	230	200	200	230	200	200
Actual service	84	86	83	85	93	79	100	93	100	79	100	80	100	94	100	97	100	91	100	100	68	100
Required hours	296...	295...	300...	299...	303...	303...	274...	299...	277...	318...	280...	322...	277...	318...	257...	295...	253...	291...	274...	314...	277...	318
Capacity hours	297...	297...	300...	301...	297...	302...	294...	305...	299...	317...	304...	321...	306...	325...	290...	306...	279...	295...	294...	311...	300...	317

Tier2 Care

	Feb	Feb	Mar	Mar	Apr	Apr	May	May	Jun	Jun	Jul	Jul	Aug	Aug	Sep	Sep	Oct	Oct	Nov	Nov	Dec	De
Contact volume	300...	300...	310...	310...	320...	320...	310...	310...	330...	330...	340...	340...	340...	340...	340...	340...	330...	330...	330...	330...	360...	360
% volume	8	8	8	8	8	8	8	8	8	8	9	9	9	9	9	9	8	8	8	8	8	9
AHT	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220	220
Actual service	86	88	88	90	94	85	100	95	100	85	100	85	100	95	100	97	100	92	100	100	78	100
Required hours	3034	2978	3106	3059	3185	3131	3106	3059	3276	3221	3365	3295	3365	3295	3365	3295	3276	322	3276	3221	3515	341
Capacity hours	2893	2902	3040	3034	3339	2984	3906	3247	4212	3061	4334	3150	4783	3522	4699	3652	4305	3278	4092	2934	4346	321

Top Tier

	Feb	Feb	Mar	Mar	Apr	Apr	May	May	Jun	Jun	Jul	Jul	Aug	Aug	Sep	Sep	Oct	Oct	Nov	Nov	Dec	De
Contact volume	7000	7000	8000	8000	8000	8000	7000	7000	7000	7000	7000	7000	6000	6000	6000	6000	7200	7200	6700	6700	7100	7100
% volume	8	8	10	10	10	10	8	8	8	8	8	8	7	7	7	7	9	9	8	8	8	8

Entry level FT

	Feb	Feb	Mar	Mar	Apr	Apr	May	May	Jun	Jun	Jul	Jul	Aug	Aug	Sep	Sep	Oct	Oct	Nov	Nov	Dec	De
Hires	14	14	12	12	12	12	15	15	17	17	15	15	15	15	0	0	0	0	0	19	19	17

Fig.10B

Continued on Fig. 10B...

FIG. 10A

↑
Fig.10A

Continued from Fig. 10A

Totals	Feb	Feb	Mar	Mar	Apr	Apr	May	May	Jun	Jun	Jul	Jul	Aug	Aug	Sep	Sep	Oct	Oct	Nov	Nov	Dec	Dec
Contact volume	417...	417...	424...	424...	430...	430...	423...	423...	450...	450...	456...	456...	450...	450...	420...	420...	414...	414...	444...	444...	453...	453...
Hires	14	14	12	12	12	12	15	15	17	17	15	15	15	15	0	0	0	0	19	19	17	1
Head Count	219	219	222	222	223	223	228	228	233	233	236	236	240	240	229	229	219	219	227	227	234	23
Staff Hours	350...	350...	355...	355...	356...	356...	36480	364...	37280	372...	37760	377...	38400	384...	36640	366...	35040	350...	36320	363...	37440	374...
Total Cost	414...	414...	421...	421...	422...	422...	431...	431...	441...	441...	447...	447...	455...	455...	434...	434...	415...	415...	430...	430...	443...	443...
Cumulative Cost	414...	414...	835...	835...	1,25...	1,25...	1,69...	1,69...	2,13...	2,13...	2,57...	2,57...	3,03...	3,03...	3,46...	3,46...	3,88...	3,88...	4,31...	4,31...	4,75...	4,75...

Start

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Comparison of ...

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1C

FIG. 10B

COMPARISON OF 2 SCENARIOS												
File View Edit Export Help												
RegEntry	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Contact volume	380000	385000	390000	385000	410000	415000	410000	380000	374000	405000	41000	
Contact volume	380000	385000	390000	385000	410000	415000	410000	380000	374000	405000	41000	
% volume	8	8	8	8	9	9	9	8	8	9		
% volume	8	8	8	8	9	9	9	8	8	9		
AHT	230	230	220	210	200	200	200	200	200	200	200	20
AHT	230	230	230	230	230	230	230	230	230	230	230	23
Actual service	84	83	93	100	100	100	100	100	100	100	100	10
Actual service	86	85	79	93	79	80	94	97	91	68	7	7
Required hours	29637	30023	29077	27427	27763	28095	27763	25796	25393	27436	2776	
Required hours	29556	29929	30315	29929	31819	32204	31819	29556	29104	31446	3181	
Capacity hours	29767	30097	29730	29476	29991	30421	30627	29055	27977	29498	3005	
Capacity hours	29765	30102	30264	30562	31765	32189	32522	30626	29559	31143	3176	
Tier 2 Care												
Contact volume	30000	31000	32000	31000	33000	34000	34000	34000	33000	33000	3600	
Contact volume	30000	31000	32000	31000	33000	34000	34000	34000	33000	33000	3600	
% volume	8	8	8	8	8	9	9	9	8	8		
% volume	8	8	8	8	8	9	9	9	8	8		
AHT	220	220	220	220	220	220	220	220	220	220	22	
Entry Level FT												
Hires	14	12	12	15	17	15	15	0	0	19	1	

Fig.11B



Continued on Fig. 11B...

Fig. 11A

Fig.11A

Continued from Fig. 11A

Totals	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Contact volume	417000	424000	430000	423000	450000	456000	450000	420000	414200	444700	45311
Contact volume	417000	424000	430000	423000	450000	456000	450000	420000	414200	444700	45311
Hires	14	12	12	15	17	15	15	0	0	19	
Hires	14	12	12	15	17	15	15	0	0	19	
Head Count	219	222	223	228	233	236	240	229	219	227	2
Head Count	219	222	223	228	233	236	240	229	219	227	2
Staff Hours	35040	35520	35680	36480	37280	37760	38400	36640	35040	36320	374
Staff Hours	35040	35520	35680	36480	37280	37760	38400	36640	35040	36320	374
Total Cost	414,679	421,192	422,681	431,892	441,475	447,150	455,338	434,404	415,610	430,124	443,0
Total Cost	414,679	421,192	422,681	431,892	441,475	447,150	455,338	434,404	415,610	430,124	443,0
Cumulative Cost	414,679	835,871	1,258,552	1,690,444	2,131,919	2,579,069	3,034,407	3,468,810	3,884,420	4,314,544	4,757,6
Cumulative Cost	414,679	835,871	1,258,552	1,690,444	2,131,919	2,579,069	3,034,407	3,468,810	3,884,420	4,314,544	4,757,6
<div> <div>Start</div> <div>Inbox-Microsoft O...</div> <div>Exploring - Patent</div> <div>todo.txt - Notepad</div> <div>C:\WINNT\Syste...</div> <div>Comparison of...</div> </div>											

FIG. 11B

Continued on Fig. 12B...




↑
Fig. 12A


Continued from Fig. 12A...

T2 full time (T2, RG); Shrinkage: 7.4%											
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct		
In training	0	0	0	0	0	0	0	0	0		
Xfer In	0	4	0	0	5	4	6	0	0		
Totals											
Contact Volume	417000	424000	430000	423000	450000	456000	450000	420000	414200		
Hires	9	12	12	15	17	15	15	0	0		
Head Count	216	219	220	225	230	233	237	226	216		
Staff Hours	34560	35040	35200	36000	36800	37280	37920	36160	34560		
Total Cost	412,446	418,959	420,448	429,659	439,242	444,917	453,105	432,171	413,337		
Cumulative Cost	412,446	831,405	1,251,853	1,681,512	2,120,754	2,565,671	3,018,776	3,450,947	3,864,323		
Start	Exploring - Patent	Inbox-Microsoft O...	Telnet - (None)	C:\WINNT\Syste...	Big Corp	Untitled - Paint					

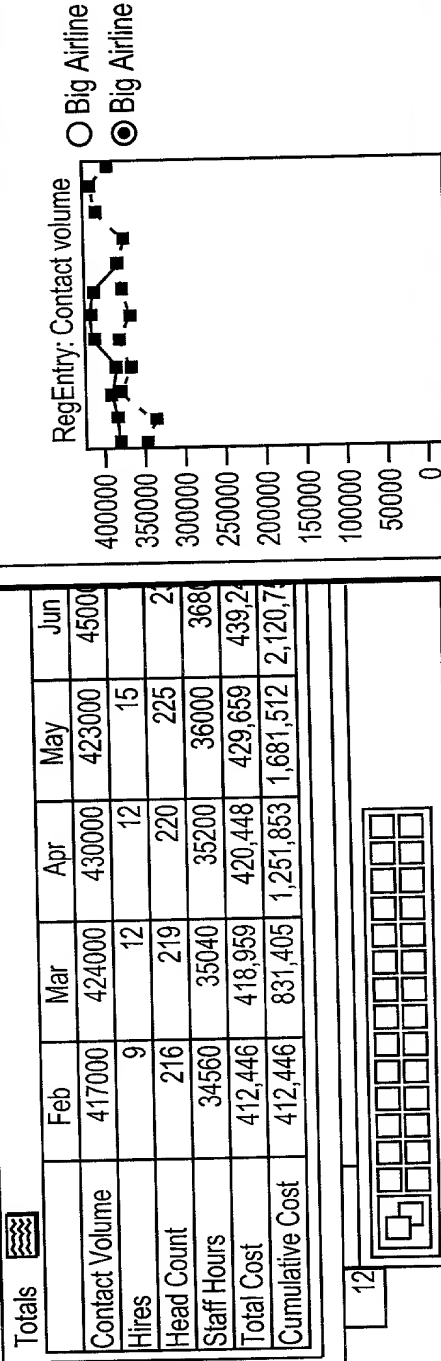
Fig. 12B

Continued from Fig. 13A...

Entry level FT (RG); Shrinkage: 8.5%  									
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Hires	9	12	12	15	17	15	15	0	0
In training	0	0	0	0	0	0	0	0	0
Xfer out	0	4	0	0					
Attrition	9	9	9	9					
Head count	170	169	172	178	178				
Occupancy	87	87	88	85					
 Graph compare									

 Graph compare

☒ Big Airline



12

For Help, click Help Topics on the Help Menu.

Fig. 13B

BLUE PUMPKIN LONG TERM PLANNING REPORT: Performance Summary

Scenario: BIG CORP (2)

Calculations based on FTE hours/month:

Service Level uses service time (sec):

Contact Center Performance Summary:

FIG. 14A

Contact Statistics										Staffing					Performance				
Plan		Actual		Plan		Actual		Plan		Actual		Plan		Actual		Plan		Actual	
Volume	AHT	Volume	AHT	Volume	AHT	%Volume	AHT	Req hrs	Req FTEs	Avl hrs	Avl FTEs	Headcnt	Hdcnt	%Hdcnt	Calls/Head	Occup	Svc Level	Svc Level	
Mar-00	408,000	350	407,000	360	-0.2%		360	12,500	78.1	12,400	77.5	110	109	-0.9%	3709	80%	92%	90%	
Apr-00	410,000	350	411,000	360	0.2%		360	12,600	78.8	12,500	78.1	120	122	1.6%	3417	85%	91%	88%	
May-00	405,000	350	409,000	365	1.0%		365	12,680	79.3	12,500	78.4	122	121	-0.8%	3320	78%	89%	85%	
Jun-00	395,000	350	405,000	362	2.5%		362	12,740	79.6	12,500	78.1	120	115	-4.3%	3292	77%	89%	83%	
Jul-00	380,000	380						12,990	81.2	13,000	81.3	140			2714	75%	90%		
Aug-00	380,000	380						13,200	82.5	13,200	81.6	145			2621	80%	89%		
Sep-00	385,000	350						13,100	81.9	13,050	81.3	140			2750	80%	89%		
Oct-00	395,000	340						13,150	82.2	13,000	81.3	140			2821	82%	86%		
Nov-00	400,000	340						13,240	82.8	13,200	82.5	145			2759	83%	90%		
Dec-00	410,000	340						13,280	83.0	13,100	81.9	145			2828	86%	86%		
Jan-01	420,000	340						13,300	83.1	13,000	81.3	145			2897	85%	85%		
Feb-01	425,000	340						13,280	83.0	13,200	82.5	150			2833	82%	89%		
Mar-01	420,000	330						13,290	83.1	13,300	83.1	155			2710	70%	90%		
Total	5,233,000		1,632,000					169350		167800									
Min	380,000	330	405,000	360	-0.2%		360	12500	78	12400	78	110	109	-4.3%	2621	70%	85%	83%	
Max	425,000	380	411,000	365	2.5%		365	13300	83	13300	83	155	122	1.6%	3709	86%	92%	90%	
Ave	402,538	349	408,000	362	0.9%		362	13027	81	12908	81	137	117	-1.1%	2975	80%	89%	87%	

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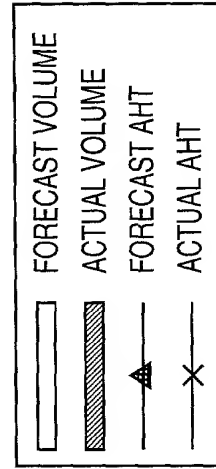
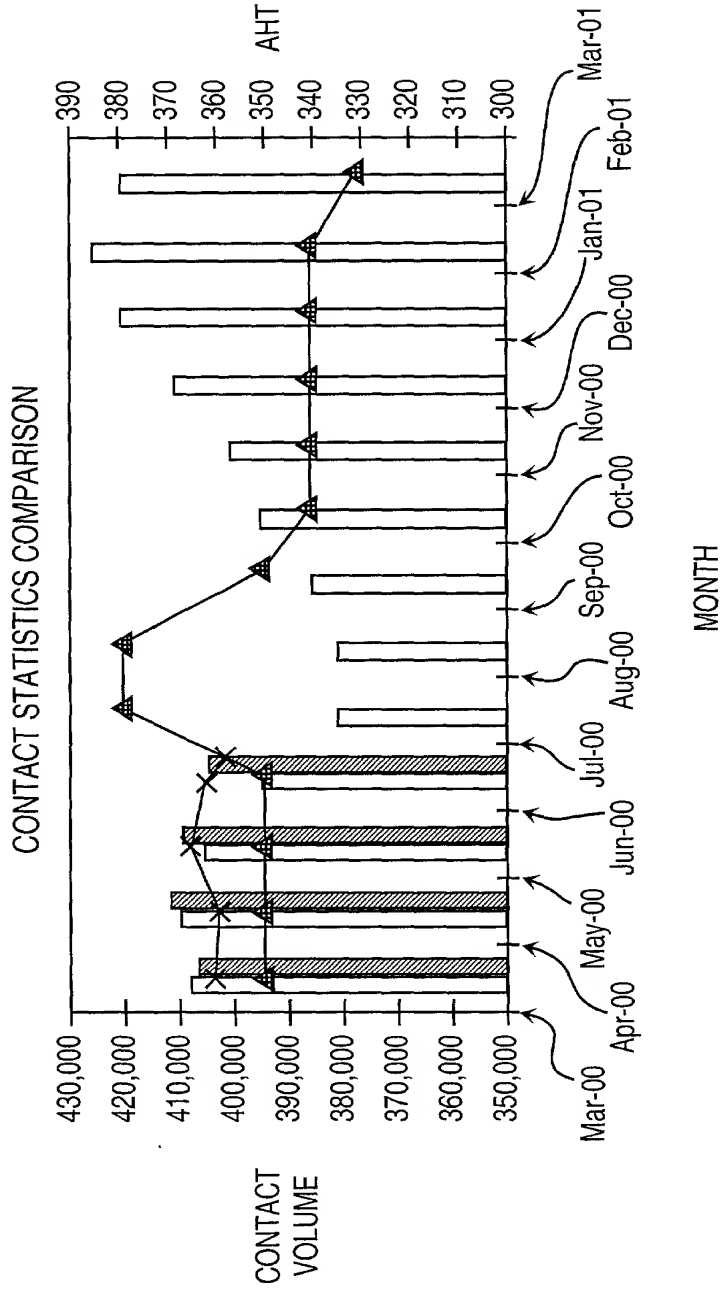


FIG. 14B

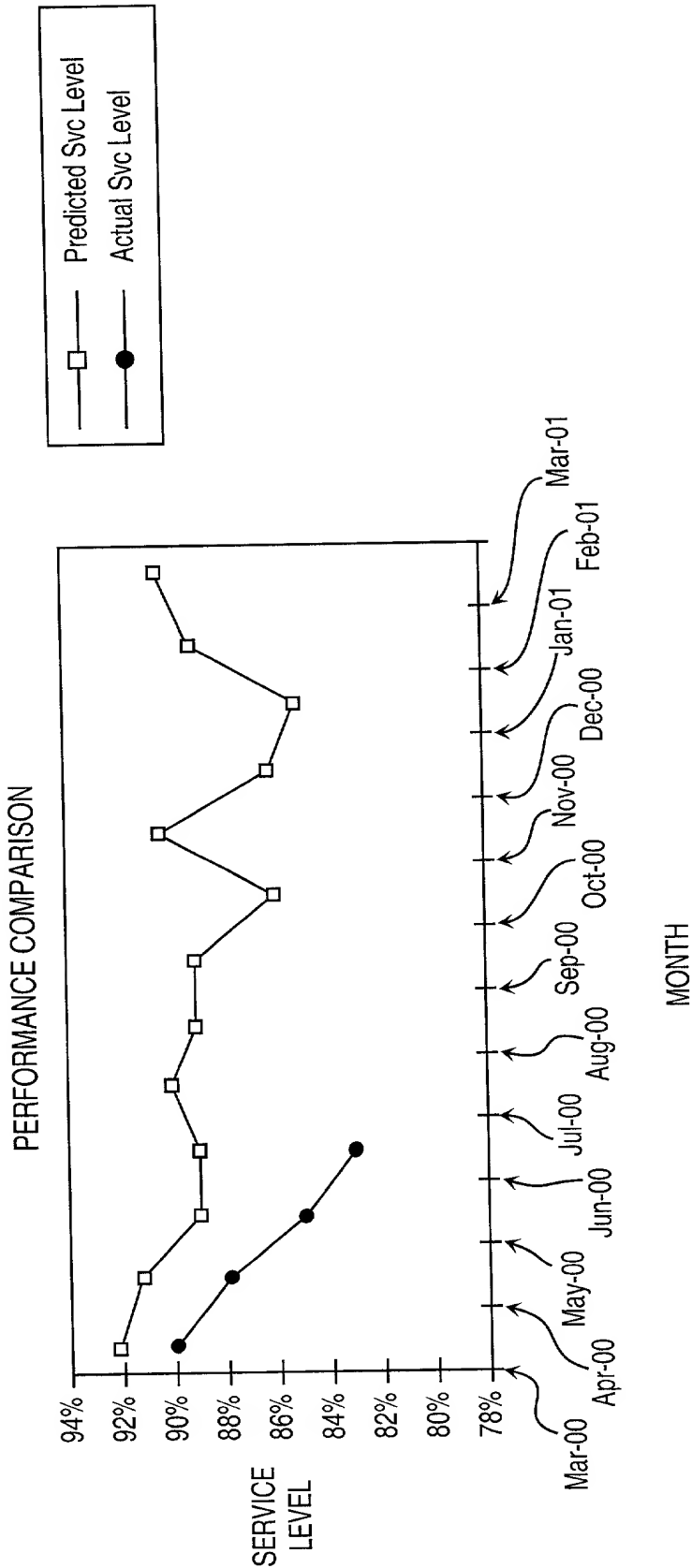


FIG. 14C

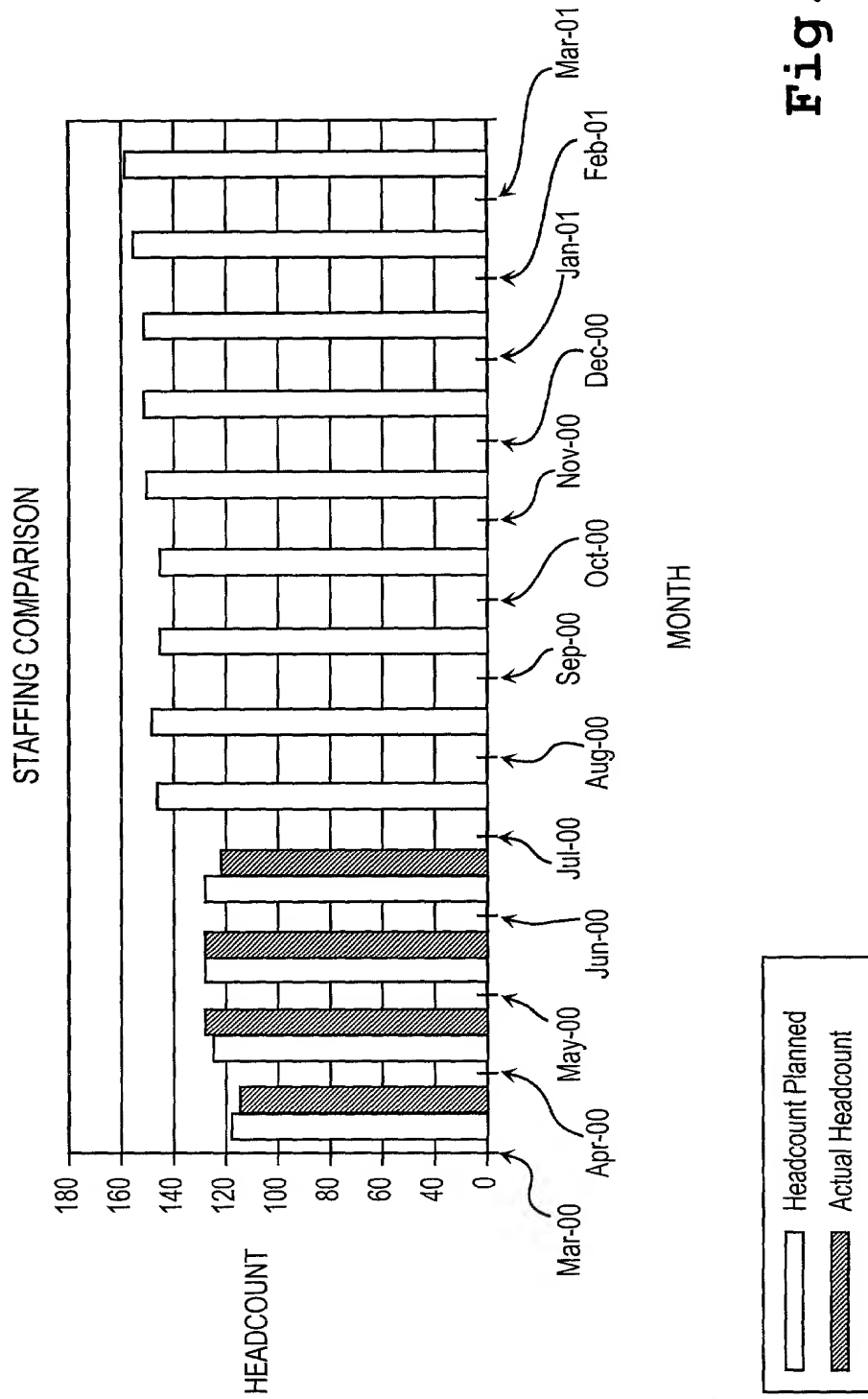


Fig. 14D

AVERAGE WAGEBURDEN SUMMARY

PROFILE	AVERAGE WAGE
ENTRY LEVEL FT	10
T2 FULL TIME	11
T3 FULL TIME	11.5
PART TIME HOLIDAY AGENTS	12

CANCEL

OK

FIG. 15

AVERAGE WAGE

BURDEN

SUMMARY

401K	2	%
INSURANCE	6	%
WORKER'S COMP	5	%
FUTA	3.3	%
BONUS	0	%
OTHER	0	%
TOTAL	16.3	%

CANCEL

OK

FIG. 16

AVERAGE WAGE

BURDEN

SUMMARY

PROFILE	AVG. WAGE	TOTAL BURDEN	PAID/WORK...	COST/SCHED...	COST/AGENT/...
ENTRY LEVEL FT	10.0	1.163	1.0819672...	12.583278...	2013.3245...
T2 FULL TIME	11.0	1.163	1.0723542...	13.718627...	2194.9803...
T3 FULL TIME	11.5	1.163	1.0619658...	14.203261...	2272.5218...
PART TIME H...	12.0	1.163	1.0780911...	15.045839...	601.83357...

CANCEL

OK

FIG. 17

The screenshot shows a software window with a title bar containing a logo and standard window controls. The window has two tabs: 'GENERAL' and 'SHRINKAGE', with 'SHRINKAGE' being the active tab. The form contains the following elements:

- PROFILE NAME**: Text input field containing 'ENTRY LEVEL FT'.
- PROFILE ABBREVIATION**: Text input field containing 'FT 1'.
- ☒ **CAN HIRE INTO THIS PROFILE**
- REQUIRES** **WEEKS OF TRAINING TO HIRE IN**
- ☐ **CAN TRANSFER INTO THIS PROFILE**
- ☒ **CAN TRANSFER OUT OF THIS PROFILE**
- FTE HOURS PER MONTH**: Text input field containing '160'.
- FTE HOURLY WAGE**: Text input field containing '10.00'.
- AGENT EFFICIENCY**: Text input field containing '80' followed by a '%' symbol.
- INITIAL HEADCOUNT**: Text input field containing '180' followed by the word 'AGENTS'.
- Two vertical list boxes for profile management:
 - Left List Box**: Contains 'RegEntry', 'Tier2 Care', and 'Top Tier'.
 - Right List Box**: Contains 'RegEntry'.
- Between the list boxes are two buttons: 'ADD >>' and '<< REMOVE'.
- At the bottom right are two buttons: 'CANCEL' and 'OK'.

FIG. 18

☐ SPECIFY SHRINKAGE PER MONTH
☒ SPECIFY SHRINKAGE FOR ENTIRE SCENARIO

PLANNED SHRINKAGE

VACATION	2	%
BREAKS	0.2	%
TRAINING	4	%
NON-CONTACT ACTIVITY	1	%
OTHER PLANNED SHRINKAGE	0	%
TOTAL PLANNED SHRINKAGE	7.2	%

UNPAID ABSENTEEISM

UNPAID SICK/PERSONAL	1	%
UNPAID OTHER	0	%
TOTAL UNPAID ABSENTEEISM	1	%

PAID ABSENTEEISM

PAID JURY/FMLA	0.3	%
PAID OTHER	0	%
TOTAL PAID ABSENTEEISM	0.3	%

TOTAL SHRINKAGE 8.5 %

CANCEL OK

Fig. 19

QUEUE NAME RegEntry


QUEUE ABBREVIATION RG

QUEUE TYPE ☒ VOICE ☐ EMAIL

SERVICE GOAL 80 % ANSWERED IN 60 SECONDS

CANCEL OK

FIG. 20

**STRATEGIC CROSS-TRAINING**

STEPS

IDENTIFY QUEUES WITH THE MOST NEED
IDENTIFY LOWEST EFFICIENCY PROFILES
SELECT TRAINING TRAJECTORIES
CALCULATE TRAINING SENSITIVITY
MEASURE PAYOFF OF CROSS-TRAINING

BY EXAMINING THE ANTICIPATED SERVICE FOR ALL QUEUES,
WE CAN IDENTIFY THE QUEUES WITH THE WORST SERVICE:

RegEntry (84%)
Top Tier (87%)
Tier2 Care (88%)

THE WORST QUEUES ARE EXPERIENCING BAD SERVICE EITHER
BECAUSE THEY ARE UNDERSTAFFED OR HAVE VERY LARGE VOLUMES
OF CONTACTS.
SELECT THE WORST QUEUES AS CANDIDATES OF CROSS-TRAINING.

NEXT >

CANCEL

Fig. 21